

G31 Complaints from students are carefully considered and, if appropriate, shall be investigated by the Head of Student Conduct and Appeals.

Student complaints

G31.1 King's College London is committed to considering and investigating genuine complaints from students. The College defines a complaint as an expression of dissatisfaction that warrants a response and this policy provides a clear mechanism for that to happen. The College will review what led to the complaint and where appropriate seek an early resolution. Outcomes can also be used to improve services to all members of the College. For more information see the [Student Complaints policy](#).

Useful Links

[Office of the Independent Adjudicator \(OIA\)](#)

[Data Protection Policy](#)

[Student conduct \(G27\)](#)

[Failure to make sufficient academic progress \(G28\)](#)

[Fitness for registration and fitness to practice \(G29\)](#)

[Academic appeals \(T44\)](#)

[Academic Appeals for research degree students \(R15\)](#)

[Committee Structure \(G57\)](#)

[Student Conduct and Appeals webpages](#)

[Student Complaints](#)

[Glossary](#)

Exemptions: not anticipated. For advice contact appeals@kcl.ac.uk.

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